



**Connecticut Automotive Retailers Association  
In Support of  
House Bill 5365: An Act Concerning Certificates of Title  
Transportation Committee  
March 9, 2022**

Chairmen Lemar and Haskell, Ranking Members Somers and Carney, and Members of the Transportation Committee, we thank you for raising House Bill 5365: An Act Concerning Certificates of Title. The Connecticut Automotive Retailers Association (CARA) represents Connecticut's 270 new car dealers and their 14,000 employees.

House Bill 5365 will provide much needed safeguards for customers who purchase vehicles from online retailers. Over the past few years, as the prevalence of online auto retailing has increased, we have heard several complaints from buyers who have purchased motor vehicles from online retailers without physical presence in Connecticut. A common complaint is buyers are unable to register their vehicles in our state due to a lack of available title. These buyers often are provided with temporary tags for extended periods of time with no recourse. Due to the nature of the online only business model the State of Connecticut has few options available to address this issue. House Bill 5365 will provide the state with a tool to protect consumers and to ensure compliance with Connecticut law.

To be clear, CARA's dealer members have embraced online retailing and offer customers the choice to car shop on the internet from the comfort of their home. However, consumers are safeguarded when they purchase a car from their local dealer as we are required to have title prior to sale. Further, Connecticut dealers are closely regulated by the state and customers have access to local service and support.

Additionally, Connecticut's new car dealers look forward to the implementation of electronic vehicle liens and titles (ELT) in Connecticut. CARA has been working with the Connecticut Department of Motor Vehicles to make ELT available. We appreciate the efforts by CT DMV on this front. ELT will provide enhanced efficiency and improved customer experience.

Please protect Connecticut consumers by supporting House Bill 5365.